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Service Bulletin

BKSB-1080
Issue Date: 12/08/2022



Issue: Resolves the potential of the “Zone” not maintaining its set location after a power cycle.

Importance: High

Affected Models: BKR5000 series with firmware between S/N's xxxxxxxx2234xxx and xxxxxxxx2248xxx.

Recommended Action: Update BKR5000 with firmware version 5.8.65 (BK P/N BKR-FW-5.8.65).

Parts and Equipment Requirements:

- 1- BKR0710 Programming adaptor and USB Cable
- 1- Lightning Firmware Load Application

Note: The Lightning Firmware Load application must be used to load the firmware. It can be downloaded from BK Technologies, Inc. website or from the following link: [Lightning Firmware Application](#). The “how to” use the Lightning Firmware Load application video can be accessed from BK Technologies, Inc. website or from the following link: <https://youtu.be/HHGC1cmtTvs>.

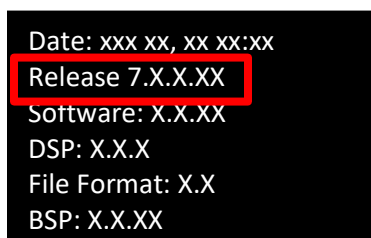
- 1- Firmware Update from BKTechnologies.com

The firmware can be downloaded from BK Technologies, Inc. website or from the following link: [Firmware 5.8.65](#)

The release notes can be downloaded from BK Technologies, Inc. website or from the following link: [Release Notes](#)

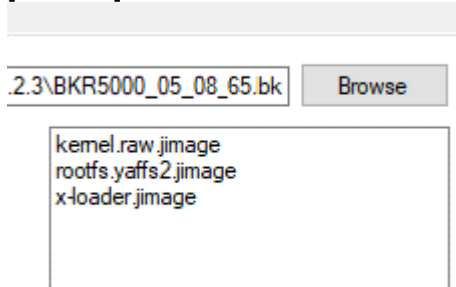
Procedure:

1. Verify the radio firmware revision installed in your BKR5000.
Select “Versions” from the radio menu to see the radio firmware version.



2. Execute the Lightning Firmware Load application.
3. Select the [Browse] button and navigate to the directory where the Firmware File (.bk extension) is located.

4. Select the “.bk” file. Three files should be shown in the source file box just below the [Browse] button:



5. Make sure the radio is off
6. Connect the BKR0710 programming adaptor and connect the USB cable
7. Press the PTT button and switch the radio on. The LED indicator on the radio should be flashing blue. Release the PTT button.
8. Select the [Start] button on the application.

When firmware flashing is complete, the radio will reboot and will be ready to use.

Please Note: In some units with S/N xxxxxxxxYYWWxxx date code before 2221; after removing the USB side connector and switching the unit “on”, the power may have to be cycled one time before the unit will boot up. This potentially occurs only after flashing firmware or programming the radio.